

Working in Partnership

Ark Priory Primary Academy is fortunate to have a positive, peaceful and supportive school community. Both parents and staff understand and value the importance of effective home-school communication.

Positive parental involvement in their child's education has a significant impact on their personal development, academic achievement, and emotional wellbeing. This is influenced by the nature of parent-teacher relationships. Together may we give our children the roots to grow and the courage to fly!

To maintain our peaceful and supportive school community, Ark Priory Primary Academy will not tolerate disruptive behaviours which interfere, or threatens to interfere, with the operations of classrooms, main reception area or any area of the school grounds.

What to do if you have a concern?

All concerns are to be made through the appropriate channels so that your concern can be heard and resolved quickly and effectively. Speaking to your child's class teacher is your first port of call. Some matters may require speaking to a member of the SLT.

1. Contact your child's class teacher first to express your concerns and arrange a meeting
2. After this, if you feel that your concern has not been resolved by the class teacher, contact Mrs Karmios directly

Our Complaints Policy can be found here:

<https://arkpriory.org/complaints-policy-5>

The following behaviours will not be tolerated on our school premises:

- Offensive, defamatory or derogatory language and comments regarding the school or any of the pupils/staff at the school
- Displays of temper and/or physical aggression
- Threatening language or actions towards staff, pupils and parents, school visitors
Damage and destruction of school property
- Aggressive, unprofessional, abusive or threatening phone calls, voicemails, text, emails or any other written communication
- Offensive or threatening comments towards the school or any of its pupils and staff, on social media sites



Email Etiquette

At Ark Priory Primary Academy we have high, professional expectations of our staff.

Our staff are dedicated professionals and committed to providing our pupils with an outstanding education. We understand that concerns will arise, however we request that all email communication remain professional and polite.

Our staff are not obliged to respond to emails that break the communication code of conduct. Such emails will be escalated to a member of senior staff.

What happens if the communication is broken?

Consequences are dependent on the severity of the incident. A member of staff would meet with the involved parties to discuss the inappropriate behaviours which have been displayed.

On the second occurrence, the involved parties would receive a formal letter and an invite to a formal meeting with the relevant staff members and a member of the Senior Leadership Team.